

Contract User Guide for FAC92

FAC92: How to Use the Integrated Pest Management Statewide Contract

UPDATED: 06/07/2018

Contract #:	FAC92
MMARS MA #:	FAC92*
Initial Contract Term:	04/01/2016 –03/31/2018
Maximum End Date:	Two 2 year extensions to 2022
Current Contract Term:	04/01/2016 – 03/31/2020
Contract Manager:	Gayle Gionet, 617-720-3381, Gayle.Gionet@mass.gov
This Contract Contains:	Environmentally Preferable Products, MBE/MWBE/WBE, and Service Disabled Veteran-Owned Business
UNSPSC Codes:	72-10-21, 10-19-00

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

Table of Contents:

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Contract Categories](#)
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Environmentally Preferable Products](#)
- [Emergency Services](#)
- [Additional Information/FAQ's](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [Vendor List and Information](#)

TIP: To return to the first page throughout this document, use the CTL + Home command.

Contract Summary

This is a Statewide Contract for Integrated Pest Management and was established in response to [Executive Order 403](#) requiring all state agencies to use an **Integrated Pest Management (IPM)** approach to pest control. In addition, this contract has also incorporated the [Children and Families Protection Act of 2000 \(333 CMR 14.00\)](#). This Act requires all Massachusetts schools, daycare centers and school age child care programs to implement a School IPM Program to reduce the exposure of



children to pests and pesticides. The contract provides facilities and schools with a pre-qualified list of contractors experienced in IPM to obtain these services.

Contract Categories

This contract includes 3 categories of service as listed below.

Category 1: Integrated Pest Management – This category is for all facilities to use for IPM Plans.

Category 2: School Integrated Pest Management - This category is for all schools to use for IPM Plans. This category has specifications regarding the Children and Families Protection Act of 2000 (333 CMR 14.00).

Category 3: Single Use Service – This category is for Problem Animal Control, Stinging Insects, and occasional emergency Bed Bug Eradication. This category cannot be used in place of an IPM Plan, and is to be used on a limited basis.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

Health Benefits: IPM is typically described as "an approach to pest management that blends all available management techniques – non-chemical and chemical – into one strategy." This approach usually consists of monitoring pest problems, the use of non-chemical pest control, and resorting to conventional pesticides only when it is absolutely necessary and the pest damage exceeds an aesthetic or economic threshold. As it has been found that children have the tendency of being more sensitive to conventional pesticides than adults, it is even more important for schools, especially those containing small children, to implement an IPM program. IPM programs in schools reduce sources of food, water, and shelter for pests, which in turn leads to a safer and healthier environment for the children.

Cost Savings: When all the people involved are identified and when these people communicate well with each other, effective and less expensive protection of the site and the people can be achieved with reduced risk from pesticides.

Additional Benefits and Cost Savings:

- Expanded regions, greater coverage for the Cape and Islands
- Access to Associate Certified Entomologist and Board Certified Entomologist by vendors for pest identification
- Night services



- Online Pest Logging
- Service fee reduction and Prompt Payment Discount options
- Minimum risk pesticide use
- CORE Applicator License, PAC License, Code 44 and Code 37 Commercial Certification Requirements
- 24 hour response time for non-emergency calls and 2 hour response time for emergency calls
- Designated Pest Management Coordinators responsible for the quality of all services provided

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit COMMBUYS.com and search for FAC92 to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Conversion Vendor" Master Blanket Purchase Order (MBPO) for FAC92 and can be accessed directly by visiting [PO-16-1080-OSD03-SRC02-00000007176](#).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

Quotes: For Categories 1 and 2 Eligible Entities must solicit at least three Contractors for site visits and quote requests.



Pricing Options

- **Contract Pricing:** Pricing on this contract is based on monthly service fees negotiated between the Contractor and the Eligible Entity. The monthly service fee must be inclusive of all transportation, materials, labor and other costs and must be fixed for at least the initial duration of a service agreement. The monthly fee will include all planning, monitoring, communications, training, controls, recommendations, evaluation, record-keeping and any other aspects of IPM related to bedbugs and termites. The fee will not include termite and bedbug treatments that are building-wide, unless specifically stated by the Contractor in their price quote. Contractors will not be allowed any extra compensation for additional work they may have to complete of which they should have been aware through their own surveillance prior to submitting a service quote.
- **Emergency Service Calls:** If an emergency call-back service is required, or an infestation occurs between regularly scheduled visits (i.e. visits called for in the IPM Plan or Statement of Work), the Contractor shall be responsible for controlling the problem at no additional cost to the Eligible Entity, unless the cause of the emergency call-back or infestation is the Eligible Entity's failure to follow the Contractor's written recommendations provided in the IPM Plan, Service Report or other documentation. Contractors' emergency pricing is available in the "Vendors Categories, Regions and Contact Information File" spreadsheet posted under the Attachment tab of the Master Blanket Purchase Orders.

How to Place an Order

Orders should include reference to SWC FAC92 and vendor confirmation that your account number is linked to FAC92.

Category 1 and 2 are set up as Solicitation- Enabled MBPOs that will allow for quoting through COMMBUYS. Quotes must provide a date and time for contractors to conduct a site visit of the facilities to be serviced. Commonwealth Departments must document the results of quote evaluation by making an award and generating a PO in COMMBUYS. Use the job aid for "[How to Create a Solicitation Enabled Bid using a Release Requisition](#)" for guidance.

To create the bid for quoting through COMMBUYS, follow the below steps:

1. Start with a New Requisition, on the General Tab, Fill in all required information and **make sure** to check off the Solicitation Enabled check box.
2. Within the requisition, Click on the Items tab, click 'Search Items'; then click the plus sign next to Advanced Search to do an advanced search. Use FAC92 in the *Description* field;
3. Once the item is added to the requisition, COMMBUYS will bring you to the Items tab and have an error message saying that the line item needs to have a value greater than 0. Click on



Enter Info under the **Catalog Price/ Unit Cost** and enter in the **estimated cost**. This can be hidden from the bid before sending it to the vendors.

4. Next click on the Distributor tab and select the vendors you want to solicit quotes from.
5. Attach your Statement of Work and any other pertinent documents in the Attachment tab, making sure to check the box that says Show to Vendor.
6. The Reminders tab can be used for internal reminders.
7. Review the Summary Tab, and then Submit for Approval.
8. Once Approved, the Requisition will turn into a bid ready for purchasing, once it is in this status, you will need to click Convert to Bid.
9. Once it is converted to a bid, you will go through the tabs and enter in the required information. On the Items tab you can delete the cost that was previously entered on the requisition so no estimated cost shows to the vendor, or if you leave the previously entered cost this will show to the vendor as an estimated cost.
10. Once everything is reviewed, it is then submitted for approval and sent to the vendors.

After quotes are received and evaluations are completed, awards and orders should be placed through COMMBUYS off of the Bid.

Category 3 is set up as an RPA Release MBPO so that the vendors must be contacted outside of COMMBUYS and purchases/ services will be recorded after that fact. The RPA Release is being enabled for Category 3 only due to the nature of Category 3 this allows the vendor responds quickly to problem animals and stinging insects.

RPA Release Instructions (this is for Category 3 only):

This contract has RPA Release enabled to allow contract users to capture spend after-the-fact associated with this contract. Contract Managers have carefully selected the contracts that would qualify for RPA Release transactions. Typically this is due to system or process impracticality and/or emergency situations preventing the standard COMMBUYS purchase order processes from being followed to process paper invoices. For more details please consult the COMMBUYS Policy Document.

Once the paper invoice for the goods or services is received by the agency, follow the directions in the [RPA Release Job Aid](#) located at Job Aids for Purchasers when entering the information into COMMBUYS; use below guidance for entering items off of the paper invoice and into a Release Requisition in the "Items" Tab:



1. Follow directions in RPA Release Enabled Requisition Job Aid until you come to the Search field in the “Items tab.”
2. In the “Items” tab Search field, type in the following to get the items: contract description (“FAC92”), and the vendor name.
3. Select the appropriate catalog line
4. In the line item, enter the Quantity and enter the total amount in the unit price.
5. Enter accurate invoice numbers in the mandatory Invoice Number field for each item.
6. Attach scanned copies of all records pertaining to order placement (could be an unofficial email quote), the receipt of goods or services, and the final invoice in the “Attachments” section.
7. The final invoice amount should match the Release Requisition total on the Summary tab.

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by the [vendor information](#) page, where links to all the vendors MBPO’s should be provided.

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth’s electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us.

When contacting a vendor on statewide contract, always reference FAC92 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

How To Purchase From The Contract

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes.



Step 1: Solicit Proposals and Select a Contractor

Contract users must solicit at least three Contractors with a request for quote and site visit. It is recommended that the Contractor's experience and understanding of IPM methods be a strong consideration. A Statement of Work or other specifications must be provided by the facility to the Contractors at the time of site visit. Based on the Statement of Work and the results of the site visit, Contractors will provide a service proposal including a monthly service fee. Site visits are mandatory prior to submitting a service proposal. All service proposals and site visits under this contract must be free of charge to the facility.

Step 2: Complete and Sign Memorandum of Understanding

Prior to commencing services, all Contractors and Contract Users are encouraged to complete and sign the "Memorandum of Understanding (MOU)" posted under the "Attachments" tab of the Master Blanket Purchase Order.

Note: Contractors are prohibited from requiring Eligible Entities to sign any forms, contracts or other documentation that contains any terms or conditions not expressly approved by OSD and the Sourcing Team.

Step 3: Develop, Maintain and Document your IPM Program

Based on the initial inspection of each building or site, the Contractor must file a written Initial Assessment Report with the facility manager within the agreed upon timeframe listing the following: present pests, extent of infestation and activities, conditions in the building which are contributing to existing and/or potential pest problems as well as containing suggestions for remediation. This report must be filed before any other pest management services are provided.

In addition, within 30 days of conducting the initial inspection, the Contractor must submit an IPM Plan. The plan must include details on: the training of the staff, contractors and occupants, frequency of technician visits, and the activities they will perform with a description of the pest monitoring program.

After each service visit, the technician must submit a final service report with the facility manager, detailing the following information: pesticides used and location, results of monitoring, description of any temporary conditions that may be contributing to pest problems and any other actions that were taken.

Contractors are responsible for providing an annual training session to facility staff, contractors and facility occupants free of charge. The contractor must provide additional training sessions for



a mutually agreed upon cost if agreed necessary.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid or one of the quick reference guides.

Obtaining Quotes

Contract users should always reference FAC92 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at Comptroller.Info@state.ma.us for additional support.

Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Additional Information/FAQs

Training

Contractors will be responsible for providing an annual training session to facility staff and facility occupants as agreed upon between the Facility Manager and the Contractor in the Management Plan. The Contractor will also be responsible for providing additional training sessions as necessary for a mutually agreed upon cost.



Comments and Complaints

Comments and/or complaints regarding any aspect of this contract can be emailed directly to the Contract Manager, Gayle Gionet at gayle.gionet@mass.gov

Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor

If the Needed Product Can Not be Found

If a service cannot be found in the vendor's price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the or service meets the scope of the product category, the vendor may be able to add it to their product offerings.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Lead to inquire whether the product may be purchased.

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 6 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

Contract User Guide for FAC92

Strategic Sourcing Team Members

- Alexander Gill, Department of Agricultural Resources (AGR)
- Carol Chafetz, Mass. Facilities Administrators Assoc. (MFAA)
- Don Staffiere, Department of Corrections (DOC)
- Janel Duggan, Department of Corrections (DOC)
- Julia Wolfe, Operational Services Division (OSD)
- Katherine Morse, Operational Services Division (OSD)
- Ken Gooch, Department of Conservation and Recreation (DCR)
- Lori Luce, Boston Housing Authority (BHA)
- Shawn Kraft, Soldiers Home Massachusetts (CHE)
- Steve Kenyon, Department of Agricultural Resources (AGR)
- Sunny Cai, Department of Agricultural Resources (AGR)
- Trevor Battle, Department of Agricultural Resources (AGR)
- Alana Swiec, Division of Capital Asset Management & Maintenance (DCP/DCAMM)
- David Harvey, Department of Public Health (DPH)
- Roger Gauthier, Department of Public Health (DPH)
- Maureen Cornish, Department of Public Health (DPH)

Contract User Guide for FAC92

Vendor List and Information*

Vendor's Name	Categories Awarded			Service Region									Contract Manager	Email	Phone
	1	2	3	1	2	3	4	5	6	7	8	9			
A-1 Exterminators	x	x	x	x	x	x	x	x				x	Jeffrey Weisberg	jweisberg@a1exterminators.com	781-592-2731
Accurate Termite & Pest Control Co. Inc.	x	x	x					x	x	x			Nancy Cox	Pest5991538@charter.net	413-599-1538
American Pest Solutions	x	x	x						x	x	x		Bob Russell	russellbce@413pestfree.com	413-781-0044
Awesome Exterminating	x	x		x	x	x							Richard Wilson	awesomepests@comcast.net	781-294-8131
B & B Pest Control	x	x	x	x	x	x							John Bozarjian, Jr	jbozarjian@gmail.com	781-838-1451
Bain Pest Control	x	x		x	x	x		x	x				Michael Beaulieu	mike.beaulieu@bainpestcontrol.com	978-905-8618
Braman Termite & Pest Elimination	x	x	x	x	x	x	x	x	x	x	x	x	Kammy Nghiem	KNghiem@bramanpest.com	413-732-9009 x118
Burgess Pest Management	x	x	x	x	x	x	x	x	x	x	x	x	Edward Burgess III	tedb@burgesspest.com	508-587-4309
Clancy Brothers Pest Control LLC (formerly P.Clancy)	x	x	x	x									Zachary Brown	clancy12040@yahoo.com	617-464-1305
Eco Systems Pest Control*	x	x		x	x	x	x	x					William Douglas	service@ecopestcontrol.com ; service@ecopests.com	781-871-6477
Ecologic Entomology LLC	x	x	x	x	x	x	x	x	x	x	x	x	Jonathan Boyar	jonathan@ecologicentomology.com	617-297-0087
Environmental Health Services, Inc.	x	x	x	x	x	x		x					Kristin Pisano	kpisano@ehspest.com	781-769-9111
Flynn Pest Control Inc	x	x	x	x	x	x	x	x	x	x	x	x	Alan Bliss	alan@flynnpestcontrol.com	508-326-0784
Freedom Pest Control Co., Inc.	x	x	x	x	x	x		x					Norma Ballway	norma@callfreedompest.com	978-373-6423
General Environmental Services, Inc.*	x	x	x	x	x	x		x					Robert Leon	bob@teamges.net	781-321-4633

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: 06/07/2018

Page 11 of 14



OPERATIONAL SERVICES DIVISION

Vendor's Name	Categories Awarded			Service Region									Contract Manager	Email	Phone
	1	2	3	1	2	3	4	5	6	7	8	9			
JC Ehrlich Co.	x	x	x	x	x	x	x	x	x	x	x	x	Thomas Cunio	thomas.cunio@icehrlich.com	781-710-5266
MD Weaver Corporation	x	x	x	x	x	x	x	x	x	x	x	x	Mark Weaver	mark@mdweaver.com	888-743-7378 ext 2
Minuteman Pest Control Co. Inc.	x	x							x	x	x		Jared DeBettencourt	jared@minutemanpest.com	413-326-1927
Orkin	x	x		x	x	x	x	x	x	x	x	x	Bill Siegel	bsiegel@orkin.com	781-447-2648
Pest End, Inc.*	x	x	x	x	x	x	x	x	x	x	x	x	Adam Carace	acarace@pestendinc.com	603-382-9644
Premier Pest Control	x	x						x	x	x			Guy George	guy@pestcontrolprofessional.com	413-532-0088
Ransford Environmental Solutions*	x	x		x	x	x	x	x	x	x	x	x	Maria Richmond	MARIA@RANSFORDES.COM	508-756-5197
Ultra Safe Pest Management Inc.	x	x	x	x	x	x	x	x	x				Victor Palermo	victor@ultrasafepest.com	781-821-0222 ext. 125
Waltham Services	x	x	x	x	x	x	x	x	x	x	x	x	Brad Petty	bpetty@walthamservices.com	781-760-4040
William R Duprey LLC dba Mass Pest Elimination	x			x	x	x	x	x	x	x	x	x	William Duprey	wduprey@charter.net	508-887-6844

*SDO Certified Businesses

* Note that COMMBUYS is the official system of record for vendor contact information.

** [PO-16-1080-OSD03-SRC02-00000007176](#) The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

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Updated: 06/07/2018

Page 12 of 14

Operational Services Division | One Ashburton Place, Suite 1017 | Boston, MA 02108 | 617-720-3300 | www.mass.gov/osd



OPERATIONAL SERVICES DIVISION

FAC92 Integrated Pest Management

FOR REFERENCE

Towns by Region

Region 1		Region 2		Region 3		Region 4		Region 5			Region 6		Region 7		Region 8		Region 9	
ALLSTON	SOMERVILLE	AMESBURY	ABINGTON	NORTH MARSHFIELD	BARNSTABLE	YARMOUTH	ACTON	MENDON	WHEELWRIGHT	ASHBURNHAM	AGAWAM	WILBRAHAM	ADAMS	AQUINNAH				
ARLINGTON	SOUTH WEYMOUTH	ANDOVER	ACCORD	NORTH PEMBROKE	BOURNE	YARMOUTH PORT	ASHLAND	MILFORD	WHITINSVILLE	ASHBY	AMHERST	WILLIAMSBURG	ALFORD	CHILMARK				
ARLINGTON HEIGHTS	STONEHAM	BEVERLY	ACUSHNET	NORTH SCITUATE	BREWSTER		AUBURN	MILLBURY	WOODVILLE	ATHOL	ASHFIELD	WORONOCO	ASHLEY FALLS	CUTTYHUNK				
BABSON PARK	WABAN	BOXFORD	ASSONET	NORTON	BUZZARDS BAY		AUBURNDALE	MILLIS	WORCESTER	BALDWINVILLE	BELCHERTOWN	WORTHINGTON	BECKET	EDGARTOWN				
BELMONT	WAKEFIELD	BYFIELD	ATTLEBORO	NORWELL	CATAUMET		AYER	MILLVILLE		BERNARDSTON	BLANDFORD		BERKSHIRE	MENEMSHA				
BOSTON	WALTHAM	DANVERS	ATTLEBORO FALLS	OCEAN BLUFF	CENTERVILLE		BARRE	NATICK		BUCKLAND	BONDSVILLE		CHESHIRE	NANTUCKET				
BRAINTREE	WATERTOWN	DRACUT	AVON	ONSET	CHATHAM		BEDFORD	NEW BRAINTREE		CHARLEMONT	BRIMFIELD		CLARKSBURG	OAK BLUFFS				
BRIGHTON	WAVERLEY	ESSEX	BERKLEY	PEMBROKE	COTUIT		BELLINGHAM	NORTH BILLERICA		COLRAIN	CHESTER		DALTON	SIASCONSET				
BROOKLINE	WELLESLEY	GEORGETOWN	BRANT ROCK	PLAINVILLE	CUMMAQUID		BERLIN	NORTH BROOKFIELD		DEERFIELD	CHESTERFIELD		DRURY	TISBURY				
BROOKLINE VILLAGE	WELLESLEY HILLS	GLOUCESTER	BRIDGEWATER	PLYMOUTH	DENNIS		BILLERICA	NORTH CHELMSFORD		EAST TEMPLETON	CHICOPPEE		EAST OTIS	VINEYARD HAVEN				
BURLINGTON	WEST MEDFORD	GROVELAND	BROCKTON	PLYMPTON	DENNIS PORT		BLACKSTONE	NORTH GRAFTON		ERVING	CONWAY		EGREMONT	WEST CHOP				
CAMBRIDGE	WEST NEWTON	HAMILTON	BRYANTVILLE	RAYNHAM	EAST DENNIS		BOLTON	NORTH OXFORD		FITCHBURG	CUMMINGTOWN		FLORIDA	WEST TISBURY				
CANTON	WEST ROXBURY	HATHORNE	CARVER	RAYNHAM CENTER	EAST FALMOUTH		BOXBOROUGH	NORTH UXBRIDGE		GARDNER	EAST LONGMEADOW		GLENDALE					
CHARLESTOWN	WESTON	HAVERHILL	CHARTLEY	REHOBOTH	EAST ORLEANS		BOYLSTON	NORTHBOROUGH		GILL	EASTHAMPTON		GREAT BARRINGTON	Other Island				
CHELSEA	WESTWOOD	IPSWICH	DARTMOUTH	ROCHESTER	EAST SANDWICH		BROOKFIELD	NORTHBRIDGE		GREENFIELD	FEEDING HILLS		HANCOCK	Communities				
CHESTNUT HILL	WEYMOUTH	LAWRENCE	DIGHTON	ROCKLAND	EASTHAM		CARLISLE	NUTTING LAKE		HAWLEY	FLORENCE		HINSDALE					
COHASSET	WILMINGTON	LOWELL	DUXBURY	SCITUATE	FALMOUTH		CHARLTON	OAKHAM		HEATH	GOSHEN		HOUSATONIC					
DEDHAM	WINCHESTER	LYNN	EAST BRIDGEWATER	SEEKONK	FORESTDALE		CHARLTON CITY	OXFORD		LAKE PLEASANT	GRANBY		LANESBORO					
DOVER	WINTHROP	LYNNFIELD	EAST FREETOWN	SHARON	GOSNOLD		CHARLTON DEPOT	PAXTON		LEOMINSTER	GRANVILLE		LEE					
EAST BOSTON	WOBURN	MANCHESTER	EAST MANSFIELD	SHELDONVILLE	HARWICH		CHELMSFORD	PEPPERELL		LEVERETT	HADLEY		LENOX					
EAST WEYMOUTH		MARBLEHEAD	EAST TAUNTON	SOMERSET	HARWICH PORT		CHERRY VALLEY	PETERSHAM		LEYDEN	HAMPDEN		LENOX DALE					
EVERETT		MERRIMAC	EAST WALPOLE	SOUTH CARVER	HYANNIS		CLINTON	PINEHURST		LUNENBURG	HATFIELD		MILL RIVER					
HINGHAM		METHUEN	EAST WAREHAM	SOUTH DARTMOUTH	HYANNIS PORT		CONCORD	PRINCETON		MILLERS FALLS	HAYDENVILLE		MONROE					
HOLBROOK		MIDDLETON	EASTON	SOUTH EASTON	MARSTONS MILLS		DEVENS	ROCHDALE		MONTAGUE	HOLLAND		MONROE BRIDGE					
HULL		NAHANT	ELMWOOD	SOUTH WALPOLE	MASHPEE		DOUGLAS	RUTLAND		NEW SALEM	HOLYOKE		MONTEREY					
HYDE PARK		NEWBURY	FAIRHAVEN	STOUGHTON	MONUMENT BEACH		DUDLEY	SHERBORN		NORTHFIELD	HUNTINGTON		MOUNT WASHINGTON					
JAMAICA PLAIN		NEWBURYPORT	FALL RIVER	SWANSEA	NORTH CHATHAM		DUNSTABLE	SHIRLEY		ORANGE	INDIAN ORCHARD		NEW ASHFORD					
LEXINGTON		NORTH ANDOVER	FOXBORO	TAUNTON	NORTH EASTHAM		EAST BROOKFIELD	SHREWSBURY		PELHAM	LEEDS		NEW MARLBOROUGH					
LINCOLN		NORTH READING	FREETOWN	WALPOLE	NORTH FALMOUTH		EAST PRINCETON	SOUTH BARRE		PHILLIPSTON	LONGMEADOW		NORTH ADAMS					
MALDEN		PEABODY	GREEN HARBOR	WAREHAM	NORTH TRURO		FAYVILLE	SOUTH GRAFTON		ROWE	LUDLOW		NORTH EGREMONT					
MATTAPAN		PRIDES CROSSING	GREENBUSH	WEST BRIDGEWATER	ORLEANS		FISKDALE	SOUTH LANCASTER		ROYALSTON	MIDDLEFIELD		OTIS					
MEDFORD		READING	HALIFAX	WEST WAREHAM	OSTERVILLE		FRAMINGHAM	SOUTHBOROUGH		SHELBURNE	MONSON		PERU					
MELROSE		ROCKPORT	HANOVER	WESTPORT	POCASSET		FRANKLIN	SOUTHBRIDGE		SHELBURNE FALLS	MONTGOMERY		PITTSFIELD					
MILTON		ROWLEY	HANSON	WESTPORT POINT	PROVINCETOWN		GILBERTVILLE	SPENCER		SHUTESBURY	NORTH AMHERST		RICHMOND					
MILTON VILLAGE		SALEM	HUMAROCK	WHITE HORSE BEACH	SAGAMORE		GRAFTON	STERLING		SOUTH DEERFIELD	NORTH HATFIELD		SANDISFIELD					
NEEDHAM		SALISBURY	KINGSTON	WHITMAN	SAGAMORE BEACH		GROTON	STILL RIVER		SUNDERLAND	NORTHAMPTON		SAVOY					
NEEDHAM HEIGHTS		SOUTH HAMILTON	LAKEVILLE	WRENTHAM	SANDWICH		HANSCOM AFB	STOW		TEMPLETON	PALMER		SHEFFIELD					
NEW TOWN		SWAMPSCOTT	MANOMET		SILVER BEACH		HARDWICK	STURBRIDGE		TOWNSEND	PLAINFIELD		SOUTH EGREMONT					
NEWTON		TEWKSBURY	MANSFIELD		SOUTH CHATHAM		HARVARD	SUDBURY		TURNERS FALLS	RUSSELL		SOUTH LEE					
NEWTON CENTER		TOPSFIELD	MARION		SOUTH DENNIS		HOLDEN	SUTTON		WARWICK	SOUTH HADLEY		SOUTHFIELD					
NEWTON HIGHLANDS		WENHAM	MARSHFIELD		SOUTH HARWICH		HOLLISTON	TYNGSBORO		WENDELL	SOUTHAMPTON		STOCKBRIDGE					
NEWTON LOWER FALLS		WEST BOXFORD	MARSHFIELD HILLS		SOUTH ORLEANS		HOPEDALE	UPTON		WENDELL DEPOT	SOUTHWICK		TYRINGHAM					
NEWTON UPPER FALLS		WEST NEWBURY	MATTAPOISETT		SOUTH WELFLEET		HOPKINTON	UXBRIDGE		WEST TOWNSEND	SPRINGFIELD		WASHINGTON					
NEWTONVILLE			MEDFIELD		SOUTH YARMOUTH		HUBBARDSTON	VLGE OF NAGOG WOODS		WESTMINSTER	THORNDIKE		WEST STOCKBRIDGE					
NONANTUM			MIDDLEBORO		TRURO		HUDSON	WARREN		WINCHENDON	THREE RIVERS		WILLIAMSTOWN					
NORTH WALTHAM			MINOT		WELLFLEET		JEFFERSON	WAYLAND		WINCHENDON SPRINGS	TOLLAND		WINDSOR					
NORTH WEYMOUTH			MONPONSETT		WEST BARNSTABLE		LANCASTER	WEBSTER			WALES							
NORWOOD			NEW BEDFORD		WEST CHATHAM		LEICESTER	WEST BOYLSTON			WARE							
QUINCY			NORFOLK		WEST DENNIS		LINWOOD	WEST BROOKFIELD			WEST CHESTERFIELD							
			NORTH ATTLEBORO		WEST FALMOUTH		LITTLETON	WEST GROTON			WEST HATFIELD							
			NORTH CARVER		WEST HARWICH		MANCHAUG	WEST MILLBURY			WEST SPRINGFIELD							
			NORTH DARTMOUTH		WEST HYANNISPORT		MARLBOROUGH	WEST WARREN			WESTFIELD							
			NORTH DIGHTON		WEST YARMOUTH		MAYNARD	WESTBOROUGH			WESTHAMPTON							
			NORTH EASTON		WOODS HOLE		MEDWAY	WESTFORD			WHATELY							

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Page 13 of 14

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OPERATIONAL SERVICES DIVISION

Region 1		Region 2	Region 3		Region 4		Region 5		Region 6	Region 7		Region 8	Region 9
NORWOOD			NEW BEDFORD		WEST CHATHAM		LEICESTER	WEST BOYLSTON		WARE			
QUINCY			NORFOLK		WEST DENNIS		LINWOOD	WEST BROOKFIELD		WEST CHESTERFIELD			
RANDOLPH			NORTH ATTLEBORO		WEST FALMOUTH		LITTLETON	WEST GROTON		WEST HATFIELD			
READVILLE			NORTH CARVER		WEST HARWICH		MANCHAUG	WEST MILLBURY		WEST SPRINGFIELD			
REVERE			NORTH DARTMOUTH		WEST HYANNISPORT		MARLBOROUGH	WEST WARREN		WESTFIELD			
ROSLINDALE			NORTH DIGHTON		WEST YARMOUTH		MAYNARD	WESTBOROUGH		WESTHAMPTON			
SAUGUS			NORTH EASTON		WOODS HOLE		MEDWAY	WESTFORD		WHATELY			

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Page 14 of 14